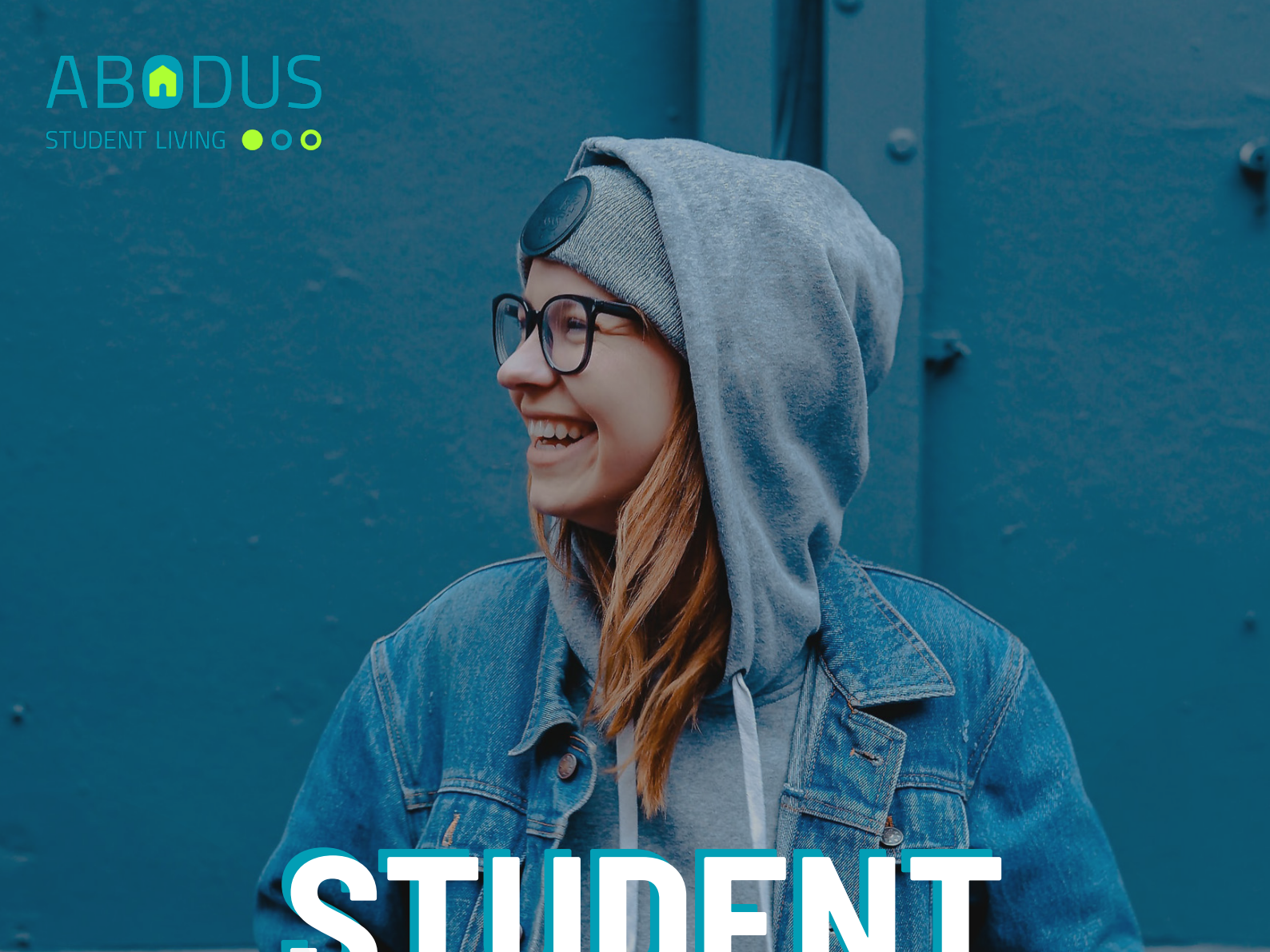


ABODUS

STUDENT LIVING ● ○ ○



# STUDENT HANDBOOK

## COVID-19

 @Abodus\_student\_living

[www.abodusstudents.com](http://www.abodusstudents.com)

# WHAT YOU NEED TO KNOW

2020 saw the outbreak of a global pandemic we now know as COVID-19, this changed our world in more ways than anyone could imagine. At Abodus we worked through the pandemic to support our students and keep them safe.

Your safety, health and wellbeing are our top priority, this handbook explains what we have in place to support you and keep you safe when living with us.

## OUR BUILDINGS - YOUR HOME

Your Health and Safety is our top priority, we have an enhanced cleaning programme throughout our buildings, paying attention to the high touch areas such as lift buttons and door handles.

We have also installed hand sanitiser stations at every entrance, and installed floor markings to help with social distancing. All our onsite teams are equipped with personal

protective equipment and are fully trained in the new safe way of working.

## PREPARING YOUR ROOM

We have been working over the summer preparing the building and your room for your arrival. Your room has been professionally cleaned and sanitised ready for your arrival.

## CHECK IN

September check in can be an exciting and worrying time for our students, this year we have additional COVID-19 precautions in place to keep you and your family member safe. We have additional check in dates on our calendar and extended hours to help you with social distancing.

You will be able to book a check in slot as soon as they are issued later in August, don't worry if you need to change later, our onsite teams will be able to help you with that. It is important that you book your slot as this will help us welcome you to your new home safely.

# WHAT YOU NEED TO KNOW



We ask you only have one person from your permanent household assist you with your move as space will be limited and parking is not available on site. We suggest you send your items to your new home ahead of your check in date, our onsite teams will ensure they are placed into your room ready for your arrival.

As you may be queueing in a public place, face coverings are recommended. If you miss your check in slot, do not worry, we will still get you moved in safely.

All sites will have trained co-ordinators on the day who will assist with any issues or queries.

## RECEPTION

We have placed floor markings in our buildings, these are here to help you maintain social distancing as you move around the building safely. They also help when you need to use our reception area. Our reception staff are on hand to assist with any queries or concerns.

During check in days we have procedures in place to keep you safe and maintain social distancing, to help us with this and allow others to check in safely we recommend you email the reception with any queries.

## LIFTS

The way we use lift has changed, if you are not from the same household, we recommend a maximum of two people and face away from each other, you can also choose to wear a face coverings when using the lift.





# WHAT YOU NEED TO KNOW

## LAUNDRY

Once you have checked in you can download the circuit app you can then check if the laundry room is available before you leave your room. It will also tell you when your washing is finished so you do not have to wait.

## GYM

To keep you safe in the gym we will be reducing the number of people allowed at any one time. Keep the room well ventilated during your workout and bring your own water and towel. We have installed sanitiser and cleaning wipes, once you have finished your workout, we request you clean the equipment after use.

The gym will also be cleaned by our onsite team as part of our enhanced cleaning programme. Access to the gym is not standard on your room key; the gym health questionnaire is included in your check-in induction. You will need to complete this before you can access the gym.

## SOCIAL ROOM

Our social spaces will be open when you arrive in September, to keep you safe they will be

cleaned and sanitised on a regular basis as part of our enhanced cleaning programme. Remember to wash your hands before & after using these areas, hand sanitiser will also be available.

Game accessories and TV remotes are available from our reception, for your safety they will be sanitised before you book them out and when they are returned.

To help you maintain a safe distance, some of the furniture has been removed or marked not for use.



# WHAT YOU NEED TO KNOW

## STUDY AREAS

Your room has lots of study space, we also have study areas available in the building and we ensure these are cleaned regularly. We have reduced the number of people allowed into each room; face coverings can be used in these areas if you prefer.

You will also benefit from our high-speed internet connection to keep in touch with family and friends.

## POST

Small items of post can be collected from your mailbox, larger items and parcel can be collected from reception. Each site has a different collection procedure, you will be informed of this on your arrival and information will be in your site handbook. To help you keep a safe distance a queueing system will be in place at your reception.

## MAINTENANCE JOBS

You can log maintenance requests from the comfort of your room using the residence

portal. When we are maintaining your room, to reduce any risk to you, we will ask you to leave or maintain a safe distance while the work is being completed. Once our maintenance staff have finished the area will be cleaned and sanitised.

## FEELING UNWELL

During your stay with us, if you are feeling unwell with COVID symptoms, let us know, we can offer additional support while you are self-isolating. You can obtain a test through the NHS website [www.nhs.uk/conditions/coronavirus-covid-19](https://www.nhs.uk/conditions/coronavirus-covid-19) or call NHS 119.

## MAKING PAYMENTS

Our 'Residence portal' is available 24/7 where you can make payments, check your balance, and your payment dates on your account without leaving the comfort of your room.

## UNIVERSITY START DATE

We are flexible for you just let us know and we can defer your tenancy start date to in line with your University start date. More details can be found on our website.



# WHAT YOU NEED TO KNOW

## NO UNIVERSITY OR VISA

If you do not get into university or are your Visa is not approved let us know as soon as possible and we can cancel your booking.

## TRAVEL RESTRICTIONS

If you are unable to travel to the UK due to COVID travel restrictions, we will cancel your booking.

## NEED TO TALK

Our onsite teams are trained in wellbeing

and mental health and are here to support you should you have any concerns or just want to chat. We have a fully qualified mental health team who can assist you in getting the right information or help.

We are also partnered with Student Minds who have a hub filled with guidance to help you during these challenging time

[www.studentminds.org.uk/coronavirus](http://www.studentminds.org.uk/coronavirus)



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